Temporary Part Time Customer Services Officer

PETERBOROUGH: £13,535 per annum (FTE £18,220)

accent nene

You will be key in ensuring our customers receive a first class front line service which includes dealing with all methods of communication such as telephone, email, face to face in reception and dealing with cash payments.

You will also provide administrative support to our Operations team when needed and work closely with other team members to achieve performance targets.

We offer an excellent benefits package including flexi-time, a contributory pension scheme, generous holidays and both internal and external training opportunities.

Apply on-line at https://jobs.accentgroup.org

Closing Date: Friday 2 March 2012

We positively welcome and support the diversity of the communities we work with and the people we employ.

POSITIVE ABOUT DISABLED PEOPLE

Accent Nene

JOB DESCRIPTION

JOB DESCRIPTION	
Job Title: CUSTOMER SERVICES OFFICER	
Department: OPERATIONS	***Reporting to: (Job Title)*** CUSTOMER SERVICES CO-ORDINATOR/AREA HOUSING MANAGER
Job Grade/Salary: £13,535 per annum (FTE £18,220)	***Responsible for:*** NONE

Overall Aim of the Job:

To deal with all housing related enquiries from customers.
To provide support and assistance to the housing teams to enable officers to be out on site.

Main Tasks and Activities of the Job:

Principle Duties

Overview

1. To provide an effective and efficient, customer focused front line reception service.
2. To act as the first point of contact for customers seeking information and services in respect of Housing without onward referral where possible.
3. To respond to general correspondence.
4. To provide general administrative support as required, including filing, word processing, updating estate information sheets, preparing sign-up packs, ordering and restocking of equipment and stationary, including deliveries and collections, ensuring reception area tidy and well stocked with leaflets.
5. To produce minutes of meetings and organise refreshments for meetings, where requested.
6. To maintain property key systems, including communal area keys.
7. To maintain tenancy files, including computer systems with contact details, out of hours contacts, communication needs and addition of new properties and preparation of tenancy agreements, etc.
8. To maintain systems of cyclical inspection of schemes from scheme managers and housing officers.
9. To provide general advise on the range of services available from Accent Nene.
10. To provide advice and assistance on tenancy terms and conditions.
11. To collect rent and sundry debt payments in the office and prepare for banking.
12. To administer petty cash, in accordance with procedures.
13. To process applications for re-housing and provide advice on transfers and mutual exchanges. To provide waiting lists for allocations and assist Housing Officers with requesting nominations via Choice Based Lettings systems.
14. To provide advice on rent and service charges to residents, where appropriate forwarding details to housing colleagues in a timely and accurate manner.
15. Co-ordinate and prepare all in-coming and out-going mail and log onto appropriate IT systems as required.
16. Work closely with other team members to achieve performance targets and a coordinated service.
17. Resolve first stage complaints and log onto appropriate IT systems
18. Undertake weekly health & safety inspections of the housing teams offices.
19. To carry out telephone surveys
20. To act as an effective, constructive member of the housing team.
21. To promote equal opportunities in all aspects of service delivery.
22. To ensure Accent Nene's responsibilities in relation to Health & Safety are met.
23. Any other duties reasonably commensurate with the post at the request of the Line Manager.

Competency	**SELF MOTIVATION**
Definition	*Self Motivation is the desire to work effectively against a standard of excellence, which is self-driven and monitored.* *A competent individual will demonstrate how they:* • *contribute fully to meeting specified service standards to achieve results, making best use of their abilities* • *constantly review performance to gain further improvements*
Level	**Competency**
1	• Is clear about objectives and take personal responsibility for achieving them • Responds positively to opportunities, applying energy to tasks and actively seeks to do things better • Focuses on achievement and is motivated by recognition of effort and achievement • Is aware of personal strengths and limitations
2	• Pursues set business goals and targets and looks to recover from setbacks to get back on track • Strives for continuous personal improvement • Meets clearly defined requirements to produce individual results, independent of colleagues achievements

Competency	**CUSTOMER CARE**
Definition	*This is the way an individual recognises customer satisfaction as central to the business and the desire and willingness to address the needs of internal and external customers in order to benefit them.* *A competent individual will demonstrate how they work in partnership with customers to:* • *understand their needs and expectations* • *provide timely and effective responses* • *determine priority respecting those needs* • *continually look to improve quality and promote excellence*
Level	**Competency**
1	• Responds to and deal with customers needs simply and quickly • Gives immediate, appropriate information to customers
2	• Listens to customers with interest and understanding • Notes customers' requests accurately and concisely and act accordingly
3	• Probes to find out what the real needs of the customer are • Responds to service expectations of customers • Takes ownership of customer problems sometimes beyond own area checks that the problem is being resolved • Corrects customer service problems promptly, respecting customers' stated needs
4	• Regularly adapts the way in which a job is performed to the circumstances and needs of the customer • Acts to improve customer service and satisfaction
5	• Is pro-active in meeting customers needs • Fully respects customers rights • Adjusts behaviour and processes to provide a satisfying and effective response • Involves others and motivates them to share this approach

Competency	**TEAMWORK**
Definition	*This is the way an individual works positively with other employees to contribute to the effective performance of the Society.* *A competent individual will demonstrate how they:* • *responds to other's needs* • *value their own and each individual's contribution* • *share information and problems* • *help each other to seek positive solutions*
Level	**Competency**
1	• Understands own role and responsibilities within the team • Works well with other people in a team displaying team spirit • Engages with others across the Society • Shares ideas and encourages others to do the same • Knows when to seek assistance from other team members
2	• Understands individual strengths and weaknesses within the team, accepting that people have different ways of reacting to problems and show some ability to modify own behaviour accordingly • Identifies the need to seek advice when difficulties arise about relationships at work, and act on that advice • Recognises and welcome opportunities to work as a team • Presents themselves confidently within the team
3	• Identifies fully with other team members, injecting enthusiasm and taking pride in the achievement of the team, supporting others when necessary • Seeks to develop and maintain constructive working relationships and to resolve conflicts • Share ideas, information and problems

Competency	**VALUES AND ETHICS**
Definition	*This is about establishing an open, honest and unbiased culture and understanding issues of equality and equity.* *A competent individual will demonstrate how they:* • *are seen as fair and non-judgmental* • *balance business priorities with both customer needs and high professional standards* • *recognise, accept and build upon the diversity of cultural values, generating commitment to corporate goals* • *maintains high standards of confidentiality*
Level	**Competency**
1	• Interacts with others in a straightforward and honest manner according to instructions, following the organisation's policy and procedure to treat everybody equally • Applies rules and regulations to day-to-day operations and recognises the need to seek advice on sensitive issues when dealing with others • Listens attentively to others and displaying sensitivity to cultural, language and other possible barriers to communication • Adjusts behaviour to work effectively with people from different cultural backgrounds

2	• Balances the need for discretion with the need not to hide, perhaps unwelcome facts • Shows fairness and discretion in decision-making
3	• Accepts legitimacy of other points of view • Openly explains the Society's position on issues, such as complaints • Is able to identify and highlight situations to senior staff where procedures or rules need changing in order to be fair • Identifies and raises ethical concerns relevant to the work of the Society, understanding and using codes of practice, e.g.: equal opportunities

Competency	**DECISION MAKING AND INITIATIVE**
Definition	*This is about assessing the extent and scope of a given problem or issue and then deciding what action is appropriate.* *A competent performer will demonstrate how they:* • *systematically analyse causes of problems and identify appropriate solutions* • *ensure that processes are adapted to achieve desirable outcomes* • *initiate action which will enhance performance, avoid problems or create new opportunities* • *make decisions that take account of organisational policy, strategy and culture*
Level	**Competency**
1	• Deals with a range of simple problems as they occur to ensure prompt action and smooth everyday running • Knows when to ask for help and advice • Can choose an appropriate course of action from a range of known options
2	• Balances a number of competing sets of information • Is clear about the nature of the problem • Does things that may not have been done in that job before • Breaks down problems into component parts

Competency	**STRATEGIC THINKING**
Definition	*A competent strategic thinker maintains a broad overview of business challenges driving the business forward to achieve long-term goals.* *A competent performer will:* • *Plan organisational responses, recognising demands for change* • *Think ahead beyond everyday organisational matters*
Level	**Competency**
1	• Carries out effective reviews of simple operational procedures and systems • Works to short-term aims, respecting, as a priority, immediate operational considerations

Competency	**ADAPTING TO CHANGE**
Definition	*This is about responding to internal and external influences and opportunities in a positive manner.* *A competent performer will:* • *understand that the work environment is continually changing* • *recognise the need for change* • *be prepared to try out and adopt new working practices and learn new skills* • *welcome the opportunity to enhance personal skills and knowledge*
Level	**Competency**
1	• Accepts that demands at work may require changes in working practices or acquiring new knowledge • Is prepared to respond to those demands • Is willing to try out new areas of work with support
2	• Participates in the development of new working practices • Puts themselves forward for new learning experiences • Is confident to risk trying out something new

Competency	**ORAL COMMUNICATION**
Definition	*This is the way information is conveyed through speaking and listening simply and accurately.* *A competent performer will demonstrate how they:* • *recognises the importance of listening to and understanding the needs of others* • *enables clear, easy and focused contact between people*
Level	**Competency**
1	• Passes on simple information accurately • Passes on information from personal, telephone or written enquiry accurately so that it is readily understood, adding further points to clarify the communication
2	• Interprets requests for information and responds appropriately within established guidelines
3	• Receive and process information and responds to enquiries, adjusting the response according to the knowledge base of the person enquiring • Listens to request, uses questions to identify needs and provide accurate answers on matters of policy and procedure • Backs up statements or arguments with reliable evidence

Competency	**WRITTEN COMMUNICATION**
Definition	*This is the way information is conveyed simply and accurately and concisely in writing.* *A competent performer will demonstrate how they:* • *recognise the importance of taking account of and understanding the needs of others* • *know how to make written work effective*
Level	**Competency**
1	• Makes appropriate alterations to standard documentation according to instructions • Adds something straightforward and routine to standard written communications • Produces neat and tidy work
2	• Drafts clear and concise internal documentation from scratch, without a standard format • Gives a straightforward message without developing arguments • Receives and accurately records information, ensuring that records can be understood by others who may need to take action on the information

Competency	**INFLUENCING AND NEGOTIATING**
Definition	*Influencing and negotiating is the way an employee uses a variety of techniques for individuals to consistently gain agreement or acceptance for ideas or action plans.* *A competent performer will demonstrate how they:* • *build relationships to maintain business needs* • *apply planned discussion and bargaining to achieve a desired effect* • *seek amicable solutions* • *minimise the impact of conflict* • *resolve problems to help the Society become more effective*
Level	**Competency**
1	• Acts in a positive and courteous manner to customers • Follows rules, regulations and procedures • Provides accurate information • Is able to predict and control own behaviour

Competency	**ORGANISATION AND PLANNING**
Definition	*This is the way an individual establishes plans of action effectively to ensure achievement of results.* *A competent performer will demonstrate how they:* • *think ahead and schedule activities* • *select and use techniques to proactively manage their workload* • *participate in and lead projects, including balancing priorities and managing resources* • *working within the Society's procedures*
Level	**Competency**
1	• Shows attention to detail, checking on accuracy of own work • Prioritises and carries out routine tasks under guidance • Copes with unexpected changes in routine
2	• Organises own work and prioritises non routine tasks • Works within time and budget constraints, planning activities and monitoring own results

Competency	**PEOPLE MANAGEMENT AND DEVELOPMENT**
Definition	*This is the way an individual motivates, inspires and supports other to achieve shared goals by guiding their actions successfully.* *A competent performer will demonstrate how they:* • *achieve results through effective delegation* • *create a climate in which individuals are aware of strengths and limitations* • *provide coaching, training and development resources to improve performance* • *establish a culture of sharing skills and knowledge in the interests of developing the Society*
Level	**Competency**
1	• Demonstrates willingness to work with and through others to achieve own work priorites • Gains commitment from others to achieve delegated tasks • Give clear instructions about basic operations, helping develop others' knowledge • Guide and advise others

Competency	**INFORMATION MANAGEMENT**
Definition	*This competency is about collating, arranging, organising and interpreting data both numerical and verbal.* *A competent performer will demonstrate how they:* • *identify sources and retrieve information quickly and efficiently* • *analyse data to show trends in the operating environment for use in decision making*
Level	**Competency**
1	• Sort information by category

	• Count and totals units, recording information on summary sheets or tables, providing totals
2	• Classify different sorts of information and arrange and record appropriately, using computers as appropriate • Use computerised databases, locating and retrieving data from storage systems • Sort and assess relevance of information and statistics in a systematic manner
3	• Convert information into tools such as spreadsheets for detailed analysis • Identify sources of complex data • Use statistical analysis to monitor and determine cause and effect • Use graphics packages to present data concisely and meaningfully

Competency	**FINANCIAL AND NUMERICAL THINKING**
Definition	*This is about understanding how to interpret, use and reason with numbers.* *A competent performer will demonstrate how they:* • *understand the financial implications of actions taken or planned*
Level	**Competency**
1	• Compile numerical data in the form of lists, logs figures and calculates total
2	• Accurately calculate figures and keeps financial records, using the data in a constructive way • Understands the context of figures

Competency	**VOCATIONAL COMPETENCE**
Definition	*This is the way appropriate skills, technical knowledge and qualifications are regularly used to meet job requirements.* *A competent individual will demonstrate that they:* • *have acquired skills and knowledge through experience and/or training* • *be able to apply these skills and knowledge*
Level	**Competency**
1	<u>Elementary Vocational</u> • Understand, learn and apply basic skills through training and work experience • Learn and follow established sequences and procedures
2	<u>Vocational</u> • Entry level might require 'A' levels or some technical training plus some months work experience • Demonstrate some initial competence in applying to work areas knowledge gained through training and experience

TERMS & CONDITIONS

JOB TITLE: **CUSTOMER SERVICES OFFICER**

LOCATION: **MANOR HOUSE, 57 LINCOLN ROAD, PETERBOROUGH, PE1 2RR**

CLOSING DATE: **FRIDAY 2 MARCH 2012**

The successful applicant will be employed on Accent Group Standard Terms & Conditions of Employment.

CURRENT SALARY DETAILS:

The full salary for this post is £13,535 per annum (FTE £18,220) for new employees who fully meet the requirements of the post/Personnel Specification.

New employees/postholders who possess almost all of the requirements of the post/Personnel Specification, but with a few specific areas requiring some development in order to be fully effective, the starting salary will be 5% below the salary detailed above.

On some occasions, those who have development needs in a number of areas in order to fully meet the requirements of the post/ Personnel Specification, the starting salary will be 10% below the salary detailed above.

In any event, it is envisaged that all new recruits will reach the full salary for the post within approximately 12 months.

EMPLOYMENT TYPE: Temporary – until December 2012

CONTRACTED HOURS: 26 hours per week
10.30am-5:00pm Monday
11.30am-5.00pm Tuesday to Friday
30 minutes lunch on each day

For some posts, particularly senior posts, work in excess of contractual hours will be required

EMPLOYMENT SUBJECT TO: All offers are subject to the receipt of:

- Satisfactory References
- Medical Clearance
- Proof of Eligibility to Work in the UK

PROBATION: All employees are subject to a 6-month Probationary Period, during which time progress is closely monitored. Employees are transferred to the established staff of the Group on satisfactory completion.

This is only applicable if the contract is for 6 months or more.

HOLIDAY YEAR: 1 January to 31 December

BASIC HOLIDAY ENTITLEMENT:	25 days per
SERVICE DAYS:	1 day for each calendar year of service – up to a maximum of 5 days.
STATUTORY DAYS:	9 statutory holidays (2012)
PRIVILEGE DAYS:	3-4 days per calendar year to be taken as directed by the business – possibly between Christmas and New Year. Any days not directed will be added to your holiday entitlement.
BUYING ANNUAL LEAVE:	The facility to request to purchase additional holiday of up to 2 of your working weeks in any one year subject to the needs of the business.
ALLOWED HOLIDAY CARRY OVER:	1 working week
FLEXI TIME:	Core times – 10am to 12 noon and 2.30pm to 4pm Earliest start time – 8am Latest finish time 7pm Flexi time runs in a 4 week period Maximum carryover/deficit in a 4 weekly period – 10 hours (pro-rata for part time staff) Core time can be broken twice in one period.
NOTICE PERIOD:	Two weeks
PAY PERIOD:	20th of the month or on the last working day before 20th if it falls on a weekend or Bank Holiday/ Privilege Day.
COMPANY SICK PAY:	Sickness will be calculated on a "Rolling Year" basis. A rolling year is where we take the first day of a new period of absence and look back 12 months to see how much sickness leave you have taken between the two dates. The amount already taken gives the balance of the entitlement for the period of sickness absence. • During the first 4 months of service – 1 month full pay. • From 4 to 12 months service – 1 month full pay and 2 months half pay.
MATERNITY PAY & LEAVE AND ADOPTION PAY & LEAVE:	Employees who have average weekly earnings below the lower Earnings Limit for National Insurance have no entitlement to Company or Statutory Maternity Pay. Weeks 1 - 6 = 90% of average weekly earnings Weeks 7 – 18 = 50% of salary plus SMP up to a maximum of 100% of normal salary Weeks 19 – 39 weeks = SMP only

Weeks 40 – 52 = no pay

If you leave within 3 months of the last day of absence Company Maternity Pay will be recovered, from your final salary payment. Maximum Leave is 52 weeks. Service requirements for both pay and leave are as per current legislation.

PATERNITY PAY & LEAVE INCLUDING ADOPTION PATERNITY PAY & LEAVE:

Employees who have average weekly earnings below the Lower Earnings Limit for National Insurance have no entitlement to Statutory or Company Paternity Pay or Statutory or Company Adoption Paternity Pay.

Up to a maximum of 2 weeks taken as whole weeks. Periods of less than a week will be counted as a week. Leave to be taken within 56 days of the birth/placement.

Weeks 1 – 2 = SPP/SAPP only or 90% of salary if higher.

If you leave within 3 months of the last day of absence Company Paternity Pay or Company Adoption Paternity Pay will be recovered, from your final salary payment.

Service requirements for both Paternity and Adoption Paternity leave and pay are as per current legislation.

PENSION SCHEME:

A Contributory Pension Scheme is in operation via the Social Housing Pension Scheme (SHPS). The Scheme also allows for additional voluntary contributions. Applications to join the Scheme can be made at any time.

TRAINING:

Accent Group offers both internal and external training opportunities, and has an extensive catalogue of E Learning modules available for staff to complete. There is also the opportunity for sponsorship through Day Release/Professional Studies leading to qualifications. Everyone is encouraged to take advantage of the training opportunities offered however attendance is subject to manager approval and is dependent upon the level of the post and available budget.

APPLICATION INFORMATION:

At Accent Group we take seriously our responsibilities to reduce our carbon footprint. As a result we have chosen not to send letters to candidates whose application is rejected prior to interview.

However, we feel that it is important to acknowledge the time taken to make an application, and the interest shown in Accent Group. If you have not heard from Accent Group within 3 weeks of the closing date of the vacancy, you should assume that your application has not been successful on this occasion, however, please accept our thanks for your application.